

# Communication Services Domain Profile

## DISCIPLINES

- WAN/LAN Protocols
- Hardware— Switches & Routers
- Remote Access Methods & Clients
- LAN Topologies
- LAN Wiring
- Wireless LAN Protocols
- Enterprise Telecommunications – IP Telephony Voice
- Enterprise Telecommunications - Video
- Directory, Network OS
- Email Services

## DOMAIN STRATEGY

Develop and maintain a reliable core communication services infrastructure with mechanisms to facilitate timely problem resolution in the event of an outage, congestion, or other problem. The State will have a common network architecture for voice, video and data. These networks may or may not be converged depending upon the economics of the networks. The networks will use standard Internet protocols.

## DOMAIN PRINCIPLES/BOUNDARIES

- Prefer/select technology that adheres to widely accepted and recognized standards.
- Integration and interoperability should be considered on a Statewide level.
- Technology must be manageable, reliable and securable.
- TCO will be used to influence product choices.
- We will be biased towards technologies where the required skill sets are available.
- We will choose technology vendors that have good/excellent support and are judged to be viable for the life of the technology.
- New technologies will be evaluated for benefits and suitability for enterprise deployment.
- Technology will be reviewed and retired as vendor support is discontinued.